



PROGRAM COORDINATOR - TRANSPORTATION & MOBILITY SERVICES

Are you interested in being part of a dynamic City where you can truly make an impact? Can you use your excellent organizational abilities to coordinate multiple transit-related programs for the benefit of seniors and people with disabilities? Then, the Human Services Department may be the place for you!



**The first review of applications:
October 27, 2014**

Interested candidates are encouraged to apply immediately

ABOUT US

Recently ranked second on the “Best Run City in America” list by 24/7 Wall St. and America’s third “Sharpest, Smartest City” by Reader’s Digest, the City of Fremont is a City continuing to move forward! Located in the heart of the Bay Area and Silicon Valley, this strategically urban city prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, and an incredibly diverse population of over 220,000 residents. As a full service City, Fremont employs over 864 regular employees and has an annual operating budget of \$156.8 million dollars. Fremont is an employer that values its people, creativity, quality service, integrity, open communication, mutual respect, and diversity.

THE POSITION

Under general supervision and direction of the Transportation and Mobility Services Program Manager, the Program Coordinator organizes, coordinates and implements community programs in the Human Services Department. This position will work directly with the Fremont Paratransit Program, Tri-City Mobility Management Program and Travel Training Program, Tri-City Taxi Voucher program, and Tri-City Volunteer Driver Programs.

The overall goal of these programs is to enhance the mobility, independence and general well-being of seniors and persons with disabilities residing in the Tri-Cities by providing high-quality transportation and support services.

EXAMPLES OF DUTIES

- Oversee the day-to-day operations of the Fremont Paratransit Program, including service eligibility determinations, coordination of group trip transportation, transportation service coordination and problem solving.
- Conduct mobility and transportation assessments with seniors and persons with disabilities to determine the most appropriate services, referrals and linkages.
- Coordinate scheduling and registrations for Tri-City Travel Training Program; conduct Travel Training Workshops that teach older adults and persons with disabilities how to use local buses and BART within Alameda County; perform follow-up evaluations with workshop participants.
- Participate in the development and implementation of program outreach and marketing strategies.
- Organize and conduct community outreach presentations about mobility and transportation resources (including public transit, paratransit, older driver safety, subsidized taxi services, volunteer driver program, etc.).
- Develop and maintain effective working relationships with clients, staff, community groups and service providers.
- Participate in development and implementation of operational policies and procedures.
- Create and maintain accurate client and program records, including documentation of project activities and specific actions taken with clients.
- Prepare and submit monthly reports.
- Serve as a liaison to citizen advisory bodies.
- Set-up of facilities for program activities (e.g. lifting and carrying materials, moving and setting up tables and chairs, laptops and projectors)
- Attend trainings and staff meetings as assigned.
- Other duties as assigned.

Position incumbent may be required to work other than normal office hours. This position requires the ability to travel independently within and outside of the City limits to fulfill assigned duties and responsibilities.

Information on the physical and environmental demands of the positions can be found at: <http://agency.governmentjobs.com/fremontca/default.cfm?action=agencyspecs>.

CANDIDATE PROFILE

The successful candidate will have any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. A typical way to obtain the required knowledge and skills would be: A Bachelor's Degree in Social Services or a related field plus a minimum of one year of social service experience performing programming duties for seniors and the disabled, OR two years of undergraduate course work in Social Services or a related field plus three years experience performing programming duties for seniors and the disabled, OR training and experience equivalent to five years of community services employment performing programming duties for seniors or the disabled.

A valid Class C California Driver's License is required at time of hire.

The following are highly desirable:

- Two years of supervisory experience.
- Verbal and written fluency in English and one of the following: Mandarin, Farsi or Spanish.
- Familiarity with community service programs for the elderly and disabled.
- Comprehensive knowledge of, and experience in using AC Transit, BART and other public transit systems is highly desirable.

The ideal candidate will:

- Exhibit exceptional customer service skills.
- Possess thorough knowledge of: techniques and methodologies of social service program design, development and administration; needs assessment and program evaluation practices and techniques.
- Have the ability to: plan, organize, and implement assigned programs; gather data and report customer satisfaction feedback; determine and implement the appropriate course of action in emergency or stressful situations.
- Build and maintain cooperative working relationships with staff and the public.





Tentative Recruitment Schedule

First Review of Applications: October 27, 2014

Oral Board Interviews: November 13, 2014

Hire: January 2015

COMPENSATION & BENEFITS

The annual salary is \$63,182 - \$76,778 depending on qualifications. Current benefit features include:

CalPERS Retirement Benefit*

- Classic Employees - 2.0% @ 60 benefit, 3 year final average compensation.
- New Employees - 2.0% @ 62 benefit, 3 year final average compensation.
- Required PERS contributions vary by plan. All required contributions are tax deferred.
- Cafeteria Benefits Plan for employees/dependents includes up to \$1,592 monthly to purchase medical, dental and vision plans; child care and medical expenses can be paid for with pre-tax dollars.

A complete benefits summary can be found at Fremont.gov or by using this link: [Benefits Summary](#)

This is a Fremont Association of City Employees (FACE) represented position with a probationary period of six (6) months.

*Refer to CalPERS web site for complete definitions of Classic and New employees: www.calpers.ca.gov

HOW TO JOIN OUR TEAM

To be considered for this position, apply online by submitting a completed City application and resume through our on line application system: [City Jobs](#)

The process may include individual and/or panel interviews, fingerprint check, and other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

REASONABLE ACCOMMODATION

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities.

Please advise Human Resources of any special needs a minimum of 5 days in advance of the selection process by calling (510) 494-4660.

The City of Fremont is an Equal Opportunity Employer.

HUMAN RESOURCES DEPARTMENT
City of Fremont
3300 Capitol Avenue, Building B
Fremont, CA 94538
Phone: (510) 494-4660



PROGRAM COORDINATOR - SUPPLEMENTAL QUESTIONNAIRE

GENERAL INFORMATION:

The completion of this supplemental questionnaire is required for your application to be considered for the Program Coordinator position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Program Coordinator position. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

Your responses must be verifiable with the information on your application.

DIRECTIONS:

When you apply online you will be asked to respond to the following questions:

1. How many years of professional work experience do you have in organizing, coordinating, and implementing programs for seniors and/or the disabled?
 - ☐ None
 - ☐ Less than 1 year
 - ☐ 1 year to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years to less than 4 years
 - ☐ 4 years to less than 5 years
 - ☐ 5 years or more
2. How many years of supervisory work experience do you have?
 - ☐ None
 - ☐ Less than 1 year
 - ☐ 1 year to less than 2 years
 - ☐ 2 years to less than 3 years
 - ☐ 3 years or more
3. What is your highest level of education?
 - ☐ High school diploma or equivalent
 - ☐ Some college
 - ☐ AA degree
 - ☐ Bachelor's Degree or higher
4. What is your level of knowledge of programs and services provided by public transit systems like BART, AC Transit, etc.?
 - ☐ No knowledge
 - ☐ Some familiarity
 - ☐ Knowledgeable
 - ☐ Expert
5. What is your level of proficiency with the Microsoft Office Suite (Word, Excel, Outlook)?
 - ☐ No experience
 - ☐ Beginner
 - ☐ Intermediate
 - ☐ Expert